About This Slide Show

This slide show highlights stories that show us:

• How we demonstrate being bold, kind and awesome

• How we make a difference in our patient’s and families lives

• An insight into what matters most to our patients
BE BOLD
BE KIND
BE AWESOME
Our Culture Statement

Banner organizations in Tucson makes a difference in people’s lives by:

– Boldly combining clinical practice with world class research and teaching to provide excellent patient care

– Embracing kindness with our patients, families and each other to promote a healing environment

– Creating awesome teams to serve each patient in and around our community

We pledge to **BE BOLD, BE KIND** and **BE AWESOME**
I was at South Campus for a GI procedure and the experience was wonderful. From the people at the check in desk, the nurses and techs in pre-op, the doctor (Dr. Alfonso) who came to introduce herself, the resident (can’t remember his name) who also introduced himself to the person who wheeled me out to my car . . . everything was perfect. Theresa (not sure of her last name, but she’s been with the company for 30 years!) did a fantastic job. She was just very friendly, talked me through what she was doing, kept things light so I didn’t get stressed out. They were all very professional, nice & friendly – they explained everything they were doing before they did it and explained what would happen in the procedure room. Just a great experience – I would definitely choose South Campus again and have shared my experience with friends and family. The whole team did a great job.
I am so overjoyed with all the positives that are surrounding me that I just need to share. **So far this week I have:**

- Facilitated 5 students to receive Home Bound instruction. (There are 3 more in the works, but not solidified yet), 2 preschoolers whose parents never even thought about the possibility, and 1 student that has been out of school for 3 years!!!!
- Coordinated 3 Chronic Health plans to help support patients when they return to school.
- Initiated the process of creating a 504 plan for 2 patients.

**My treasured moments:**

- Worked with an adorable guy on 6W that had so much fun learning he got the hiccups.
- Watched his mom beam with pride when she realized how much he was capable of.
My Treasured Moments Continued

- Built a relationship with a girl in the infusion room who showed me her fun personality and called for me the next day.
- Reassured a young mother that she is remarkable for being so responsible worrying about school while her daughter is struggling & being able to tell her that her school is supporting her.
- Made a boy happy by putting ice in his sippy cup
- Had my largest class to date when I engaged two 1st graders in a gripping game of math slap jack.
- Reassured a patient and his mom that school can be whatever he needed it to be after an accident that will change his life for at least a few months.

...AND ITS ONLY WEDNESDAY!!!
Amanda is just starting a night shift preceptorship on D2W. She was a patient on D2W back in March of this year. During a humanitarian mission in Guatemala, Amanda experienced some health issues that required her to be airlifted out of Guatemala and flown back to the United States.

By her own admission, she was struggling in nursing school. In fact, she had gotten to the point that she was uncertain if nursing was the correct profession for her. Over the course of her hospitalization, she was under the watchful eye of the many professionals that work on D2W.
The care that her nurses gave her, and the way they treated her and her mom, inspired and motivated her. After she was discharged, she returned to school and refocused her efforts on not just becoming a nurse, but becoming a critical care nurse working with the nurses who saved her life.

She contacted us about a month ago with the request to do her preceptorship on D2W. After recalling her time as a patient and the impact the staff had on her, we made that request happen.

The most extraordinary thing was that she rededicated herself to nursing, with the goal of joining our exceptional team of nurses, PCAs and HUCs, because of the impression our nurses made on her.
Most weeks we have patients and families tell us how much the staff care for them. Most of these compliments are intangible. This story actually shows the outcome of that excellent care. Amanda’s presence demonstrates that what we do is important and can never be underestimated or taken for granted.
To the NICU physicians, nurses, therapists, cuddlers, and professionals:

We wanted to express our greatest appreciation to you for taking care of our daughter and our family.

As a family of engineers we were all constantly watching the measurables: beats per second, mmH2O, Efs, and the list goes on. But the wonderful care you provided for us, as a family, cannot be measured.

Beyond the challenge of executing the right medical care for our daughter, you have given us so much more – a variety of moments of kindness. You put us at ease during stressful moments, made us partners in decision making and were patient with our questions. You were there for so many little things, like bringing an extra pillow, setting up the equipment just right so we could hold her, taking her outside for the first time, double checking she was comfortable, speaking softly to her, and even matching her linens.
Your passion and dedication has come through in so many moments like these. When we found out we would be staying longer because of our daughter’s heart, many of you stopped to talk with us and you were sad and hopeful along with us. You took care of our family and with that became our surrogate family.

Thank you for giving our daughter the best possible chance at life.

We especially want to thank: Andrea, Jeneane, Melissa, Sandra, Janice, Kristi, Eugene, Emily, Josaline, Dana, Jemima, Jen, Christina, Jenny, Lisa, Laura, Mo and Jane.

We hope to stay in touch and update you on Maya’s progress.
I, BJ Godard, was walking back to my office and there was a patient in the hallway doing laps. I asked how he was doing, he introduced himself, and we had a nice chat. He wanted to let me know that his nursing care on 3E (both nurses and techs) were amazing. The staff was very responsive, caring, and compassionate. He could not say enough about his care on 3E. He said if he could name all the nurses’ names he would, but there were just too many caring and compassionate nurses on that floor to name them all.

He told me that he had a bad experience at a younger age in a hospital, so he had anxiety about his current hospitalization. He said he believed the nursing staff on 3E were nearly psychologists, as they totally understood his anxiety and were able to alleviate his worries.
He was a bit upset about how long it took for him to get to surgery (it was put off many times); however, his nurse explained to him that meant that trauma patients were coming in. He said he realized that she was right. He was able to step back and recognize how lucky he was that his surgery was likely far less emergent than those coming in, which allowed him to relax and wait his turn.

He was a wonderful man. He was so grateful to the staff on 3E that he asked to come into my office so that I could write down his thoughts and get them to those who would recognize that staff.
On 6 East, a patient had a stroke in Mexico while with his family. He was flown to BUMCT and put in the ICU for 7 days. Once he began to improve, he was transitioned to 6E. His wife stayed with him at the bedside, leaving occasionally for short periods, but never asking for anything. The patient started to decline and returned to the ICU. Distraught, the wife began to feel ill.

During this interaction, the staff realized that the patient’s wife did not speak English. Without an interpreter on the floor, the housekeeper, Olga, stepped in to calm and reassure the patient’s wife. In talking to her, Olga learned that the wife only had $27 and hadn't spent it because she worried it would be needed to get herself and her husband back to Mexico---that meant that she hadn't eaten in 7 days. As nurses worked to get her food vouchers (which can take some time), Olga took the initiative to go to the cafeteria and buy food for her.
I was at the South Campus a couple of weeks ago, conducting my patient rounding. I entered the patient room where the patient and her daughter were talking. I introduced myself and asked how things were. The patient (mom) stated she was doing well and was treated like someone special. She mentioned she was scared about walking as she was still in pain. She explained that she had undergone knee replacement surgery and was anxious because her doctors and nurses wanted her to walk so soon after surgery.

I had to smile because I knew exactly how she felt. I had both my knees replaced a couple of years ago and had the same experience, thoughts, and feelings. After I shared this with the patient and her daughter, you could see the instant change on their face---a look of relief. Both immediately started to ask questions. I explained that
I was told that getting up, walking, and bending the knee helped it heal properly. I told them to do the therapy and to follow the doctors’ orders. I gave them a few hints that I found worked for me. She agreed she was experiencing a different type of pain now.

I spent about 20 minutes with them and they were visibly appreciative of my stopping by and talking with them. The mother said she was relieved, and would continue to walk and do the exercises. It was a great experience.

You never know when you can help make a difference in a patient’s life with a small act of kindness, such as a smile, a simple hello or stopping to talk with them. Small acts of kindness can go a long way in
a patient's experience. It was rewarding to be able to walk away, leaving a smile on the patient's face, knowing you made them laugh, and that their family member was thankful for your attention. Laughter is the best medicine!
This message is to thank you for the coordination of such an outstanding working team at Banner--University Medical Center Endoscopy Services. I'm only sorry that I can not thank each and every staff member personally that assisted me throughout my upper GI endoscopy procedure on 9/27/16 at 11:43 am. The smiles and kindness I received at my bedside were so comforting--and I have to admit I was rather tense and apprehensive at the start, but the nurses quickly diminished all my fears. There was no rushing--just a caring staff doing what they were taught to do. As I came out of the anesthesia, a nurse named Deb McMillan called me by name and told me she was my nurse before I went to sleep. Such a nice greeting. I was so appreciative to be reminded. Her kindness continued until I was wheeled out to our car. My short stay in the Endoscopy environment was most enjoyable. I also want to comment on the cleanliness of your facility. It was impeccable.

Dr. Talaban kept me verbally abreast both before and after surgery which was greatly appreciated. He surprised me with a written follow up, sent to my home, giving me my Pathology Report for my records.

It is my wish that you will pass on my sincere thanks to all concerned for my day in your care.
Dear Mary Ramirez,

I want to commend you for your outstanding patient advocacy. Your persistence in the resolution of a miscommunication that resulted in a $181.31 billing issue is extraordinary.

I know of only a very few people who have the integrity to state that they will not give up on an issue and then follow up for five (5) months until a resolution is achieved.

Your patience, communication skills, persistence and honor are to be commended and applauded.

Yesterday I was informed, ironically while checking in at the Clinic, that the $181.31 billing issue had been resolved.
I'd like to compliment Connie, the LPN. I brought in my 3 kids for a well child check and Connie was our nurse. She was absolutely awesome! She spoke to my kids at their level of understanding. She smiled and smiled and smiled. She sanitized her hands before and after touching all of them. She made my kids laugh from start to finish. She made my two older ones feel comfortable before receiving their shots and instructed them how important it is to keep their arm moving afterwards to avoid more pain. I loved how she spoke directly to my kids, asking for their input, instead of the just asking mom (age appropriate questions). She made them feel important and that matters to the kids. It wasn't a "hurry up let's rush this" type of visit.
Joshua Paul Clutter is a good doctor, even after leaving the room, I stepped out and hollered “Doctor”. He came right back and answered my questions about my medications. He took time to help me and I appreciate it because the medication was complicated.
One of my staff has graciously taken pictures of a very special thank you card that was made by one of our patients. I wanted to share with all of you this very special thank you. This patient was so thankful for all the compassion and care shown to her during her stay with us on D6W. It was very important to her to let the staff know just how much she appreciated them. She told me "it is the little things that makes all the difference in a person's experience as a patient here." For example, she shared with me this story: "This morning I woke up and told my mom that I was craving banana pancakes, at that same moment, Chelsea, my nurse, walked in the room with a fresh order of hot banana pancakes. Chelsea knew this was one of my favorite treats and she took it upon herself to go down and get the order so that when I woke up I could have them."
The patient was telling me this story as Susie (RN) was giving her a neck rub. The "little things" are so important to improve overall outcomes and it was evident in the actions of these RNs they truly understood this.
My 14-year old daughter was seriously injured and transported from a hospital to BUMCT for a higher level of care. My daughter and I arrived later in the evening. Once my daughter was wheeled into the trauma room, she was swarmed by countless medical professionals and was quickly assessed. During this assessment, I was escorted to a very small and lonely room down the hall. I was there for a short while before I was taken back to my daughter; however, it seemed like an eternity.

It was at this time that I met my daughter’s trauma nurse, Adina Morris. Adina was very polite, professional and informative. As I had the opportunity to observe Adina, my appreciation grew. I am currently a Police
Sergeant with an agency in Arizona and I have been present with medical professionals many times throughout my career. Let me be clear, I have never at any time been as impressed as I was with Adina.

At one point in the early morning hours the following day, my daughter was finally able to fall asleep. It was at this time I approached Adina and advised her I would be away for a short period to get something to eat. Adina remembered that I did not have transportation as I had arrived with my daughter in the ambulance. Adina informed me the hospital cafeteria was not open at night. Adina did not hesitate and told me to follow her. This special person walked into a room that appeared to be an employee break room. I waited outside and within minutes Adina came out and
handed me a plate of warm food, a sandwich and an apple. It became apparent to me that Adina handed me the food that perhaps she brought to work for herself. This stunned me. Words cannot express how grateful I was for this.

An hour or two before this, Adina handed me a Coke and a bag of chips, so for her to follow-up with giving me her own food was an act of kindness that goes far beyond just being a trauma nurse.

As if all the above wasn’t enough, there soon came more. Adina had learned what my profession was during the night and expressed her thanks to me for being an officer and what I do. She knew that my daughter and I did not have transportation back home. Adina told us that she would ride home to Benson.
I could not believe why a nurse, whom we just met hours prior, would go so far out of her way to help us, not only with transportation, but with giving me her own food as well. This is when it truly set in on me… there are nurses, then there are trauma nurses, and THEN there is Adina. Adina is without a doubt a very special person and there is no question she is doing what she is meant to be doing.
I rounded on a patient and her daughter. The patient was hard of hearing. When I asked them if anyone stood out as going above and beyond that they would like to recognize, the patient said she wanted to recognize the "young boy" in triage that did her vitals and put in her IV. The daughter said he was extremely nice and patient with her mom and talked loud so she could hear him.
“I went to another physical therapy clinic before coming here (to Banner). There (the other clinic), I felt I was just another body and they were just trying to make money, but here (at the Banner clinic) I feel like you all really care.”
Oh man. We've been doing this for 3 years but sometimes I am speechless at the amount of love that exists for our son within the walls of Diamond Children's Hospital.

This morning, the pre-op nurse that has been with us since the very beginning came in at 6:30am ON HER DAY OFF to make sure that my son's sedation went smoothly since he has an unusual procedure today (he was sedated in radiation oncology and then had to be transported up to the operating room while under sedation for his bone marrow aspirate). Wow.

She isn't on Facebook but I'm hoping our favorite recovery nurses in Team “my son”, Lori and Jodi, can show this to Mekdes next time she is working. Let's share our gratitude for this amazing and kind woman.
A patient died in the ED and the patient’s body was moved up to a room on 4North so the family could stay goodbye. A patient across the hall noticed the family members crying. It just so happened that this patient had received flowers. She gave the flowers to the family and the family put the flowers around the patient’s body, which helped them honor their loved one according to their customs. The next day, the family brought her, the patient who had given her flowers, a new set flowers. They also gave the house supervisor a thank you card as well.
I wanted to let you know about an amazing experience I had yesterday with Tamara & Anna. I was consulted by Tamara to help with a 10 year old patient diagnosed with autism. He was having an IV, NG tube, and enema placed. Anna was also helping with the procedures. I was able to engage the patient with an iPad for a while, but eventually he started to cry and was afraid. I asked his parents if he liked music. They said, “yes, he loved Taylor Swift”. In an effort to calm him, I pulled up a Taylor Swift video. All of the sudden, Tamara and Anna starting singing along while inserting the IV. The patient immediately stopped crying and had the biggest smile on his face. His parents were relieved too; joking, “we didn’t know we were going to get a free concert too.” It was a great success and I wanted to share.
Dear Dr. Benjamin Lee,

My husband was diagnosed with an aggressive form of prostate cancer. Realizing that surgery would not occur until 8 weeks post-biopsy, we knew we had the time to do our research and seek out the best care for Tom. My husband’s situation was somewhat compromised due to the fact that he had a shunt placed. My husband was originally a patient of Dr. Lemole, who referred us to you. It was important to us that both doctors collaborate on developing a care plan that would provide the best outcome.

From our first meeting with you, we were 100% confident that you were the right surgeon. Your credentials are impeccable, but more than that you provided us a high level of confidence and caring--sometimes both of those traits are hard to find.
While it was a long wait for surgery, we knew my husband would receive the highest level of care---and he did! You collaborated with Dr. Lemole regarding the shunt and determined you would still be able to perform the robotic procedure.

We were also very pleased with the level of nursing care and how the residents were always checking on him. We held our breath waiting for our appointment with you to find out the results of the pathology report. We were ecstatic to hear that you got all of the cancer when you removed the prostate and surrounding tissues, and that all biopsies were clear. We could not have asked for a better outcome.
We understand how fortunate we were to have you as my husband’s surgeon. We know that you are new to Tucson and we are overjoyed that you came here. Somehow we feel you came here to treat my husband.

Please know you made a huge difference during this difficult time in our lives. We cannot thank you enough and will be forever grateful for your exceptional care.
Cancer Infusion Center

Nurses, Staff and Associates:
Here is a small token of my appreciation for all of the kindness that you have exhibited to me while I underwent Adjuvant Chemotherapy. I sincerely appreciate your assistance and assurances while I tred in unknown territory. The smiles and caring demonstrated by each of you allow me to say, without doubt, that your care is the best medical care that I have ever experienced in my life. My humble thanks to all of you and may God bless each and everyone you touch!

Kindness is the language which the deaf can hear and the blind can see.

- Mark Twain
Around noon, we had one patient go AMA and code. Unfortunately, the patient who coded did not survive. As always, the support from all staff was great during the code.

Special appreciation to Dr. Chandirimani, who was the attending for the patient who passed away. Dr. C, showed an incredible amount of compassion in dealing with the family of the patient. He spent a great deal of time with the patient's brother, even getting him food and something to drink at his own expense. He also asked to be called to come back to the unit when the patient's son arrived. The son was coming from some distance away. Dr. C. spent time talking with him when he arrived. It was really nice to see.
Dear Edward Valenzuela,

I just received a telephone call from the wife of a patient you cared for yesterday. The patient and his wife both remarked on the fact that not only were you a highly intelligent Registered Nurse (RN), but that your extreme kindness was something that they had not experienced before in an ED setting.

Edward, thank you so much for everything that you do. Every time I round in the ED, you are smiling and positive (and working your tail off)…please know how much this means to our patients and to your colleagues. You are such a valued member of our ED Team. I hope you realize that. Thank you.
I wanted to take a moment to thank you for having such an excellent staff in the intensive care unit. My wife was brought up in critical condition after surgery. The care she has received the last two days has literally meant the difference between life and death for her.

While I am a mere layperson, my wife worked at UMC for 24 years as an RT and she constantly talked about the difference between doing your job and taking care of your patient. I have been able to watch three of your nurses closely and I can tell you that they not only do their jobs with precision and expertise - they take care of their patients (and family) like they were their own.
Patty was the first nurse we met as my wife was brought to the unit. This was a scary, difficult time for our entire family. Once the team had my wife established in the room, Patty began taking care of her and simultaneously explaining what was going on in clear, accurate terms that allowed us to understand. Certainly, the news wasn't always good, but it helped to understand. Her excellent medical knowledge and care should be recognized by your hospital---if I can assist please let me know.

Tonya was the night charge nurse, who has also taken responsibility for my wife's care. How she handles the extra workload, I have no idea, but she handled all the extra details without missing a thing in caring for my wife. There is a phrase in management that says “teams take on the personality of their leader”. Tonya (and you) should be praised for developing such a great team!
Finally, Ben is a traveling nurse who worked last night and took excellent care of my wife. It seemed he never stopped moving, giving attention to every detail and answering every question I had. I enjoyed our conversations and they buoyed my spirits during a difficult time.
I write to comment on the outstanding medical care I received at Banner UMC South campus last week and to recognize all who helped with my surgical care.

First, Dr. Carlos Galvani & Dr. Iman Ghaderi made special accommodations to enable my surgery to happen on the day of my choosing.

Second, I especially appreciate the work of the anesthesia department, Dr. Peters and Mike D. (CRNA). They used a different anesthetic technique to keep me from having the postoperative nausea that I have experienced with each of my previous anesthetics. Sweet Dreams!
Third, the **preoperative care** from **Jane** and **Hans** was comforting and reassuring.

My outstanding care in the **operating room** was with scrub tech **Ronda L.** and my nurse was **Rebecca**. They introduced themselves and were with me throughout the operation.

**Postoperative care** was with the outstanding team of **Cindy M., Steve, Mike and Pedro**.

Finally, it was comforting to have a postoperative chat with **Robin**, the recovery room nurse who spoke with me several days after surgery to check in on how I was doing.
Please recognize these staff members for making my surgical experience as pleasant as it was. I will certainly recommend care at the Banner UMC South campus facility when friends ask about my experience.
I recently interviewed the family of the Tucson woman who was the hospital’s 100th kidney transplant of the year. She is a mother of 5 and grandmother of 13. This large family is immensely grateful for the care this patient received here. They said they’d been to other hospitals but never experienced the welcome they did on 5E. All the staff were “awesome,” but two employees who really stood out for them were Bob and Elena. I told them I would pass it on.
My wife and I experienced a harrowing, but probably typical, set of illnesses that well exemplify geriatric medicine.

Starting in BUMCT’s ED, where we both entered the hospital, we could not have been treated with more kindness. There were genuine efforts to attend to our individual needs, as well as those we had as a couple--- and of course tremendously competent medical care.

We were then admitted to 4 NE, which has to be the most amazing collection of medical personnel I have ever encountered as a patient. Not only did they place us in the same room, a piece of reassuring kindness I thought impossible for a modern hospital, but there was just an unending stream of highly competent, extraordinarily caring technicians, nurses and doctors. Even the housekeepers would take time to talk with us and try to make us feel better.
The two hospitalists who cared for us were the Drs. Shah. I can't tell you how much it meant to me to see my wife (finally) accurately worked up, diagnosed, and effectively treated. My own care was also superb and I think your institution should be highly complimented on its ability to assemble and utilize such a terrific health care team.

Thank you for all your personal help, and please thank your staff in the ED and that of 4 NE for helping so wonderfully in our recent illnesses.
Patient Experience Recognition

Pinky

Thanks so much for your quiet leadership and helping to make those around you better! God bless you!
My mother, who is a Banner employee, and my father were involved in a very serious motorcycle accident in November. They were on I-10 just south of Tucson when a vehicle in front of them had a blowout. Debris from the tire struck my parents motorcycle and they were both thrown from the bike, each landing on different sides of the freeway. A semi then hit the motorcycle and dragged it almost 600 yards before being able to stop.

My father was taken by life-flight to Banner UMC in Tucson while my mother was transported by ambulance. My mother was extremely lucky to have suffered only a major concussion, a broken finger and some road rash. My father, on the other hand, was not so lucky. He broke 9 ribs, some in multiple places, and many of the breaks were along the spine. He also suffered three brain bleeds of differing degrees.
We are so very lucky that he even survived this accident. He spent time in both D2North and D2West (ICU) at BUMCT and was there for almost a week before being transferred to a Neuro-Rehabilitation center.

I feel it’s important to let someone know about our experience with Banner, from beginning to end. I apologize that I don’t remember very many names. It was a very stressful and overwhelming time, but I am hoping that you will be able to find the people involved in their care from their records.

When my sisters and I first arrived in the Trauma ED we were met
by a trauma counselor. She was so unbelievably kind and compassionate. She made sure that we knew what was waiting for us and escorted us immediately to our parents. There were nurses constantly in and out of the trauma rooms, making sure my parents were comfortable (or as comfortable as they could be), and making a point to update each of them about the other, since they were in separate rooms. My father was moved to ICU very quickly and my mother was moved to the trauma step-down unit about an hour later.

Once we were on the wards, the nurses and techs were amazing! I’m sure that we drove them a bit crazy, as my sisters and I were traveling between wards for most of the night to check in on each
parent. I must especially call out a tech by the name of Daisy on the trauma step-down unit. She took care of my mother the first night and then my father after he was moved to the trauma step-down unit. That first night, Daisy sat with my mother, comforting her and let my mom cry on her shoulder. The care she took with such an emotionally fragile patient means more to me that I can say. After my mother was released and my father was transferred over to the step-down unit, Daisy did an exceptional job with him as well. He is a big man, a strong man, and it was so hard for him to give up so much control to someone that he didn’t know. Daisy made it easy for him. She was so caring and compassionate, and at the same time she treated issues,
such as bathroom incidents, as though they were a nonissue. His RN’s, including Rebecca, Amy and Anna among others, made sure that he was as comfortable as possible at all times. They gave us peace of mind that our parents were in the best possible hands during one of the worst times of our lives.

When it came time for my father to be transferred to a rehab center, we ran into problems. Apparently there are not very many facilities in Tucson that are contracted with the Banner insurance. The case manager on the trauma step-down unit went above and beyond to get my father’s in-network benefits approved so that he could be transferred to an excellent facility. She certainly did not have to put herself so far out there, but she did.
She kept my mother in the loop constantly and I can’t even begin to explain how much that meant to our family. The transfer went off without a hitch, and I am happy to report that my father is improving each and every day. We are hopeful that he will be able to regain much of what he has lost.

It is important to note that none of these caregivers knew that both my mother and myself are Banner employees. I know that some found out later through the stay, but they all went above and beyond without any knowledge of us being fellow employees. I can’t tell you how much that impressed both of us. This was a rare opportunity to see how our patients are treated on the wards by staff, and they truly did a fantastic job!
Thank you again for the wonderful care our fellow co-workers gave to my family. I would not hesitate to recommend Banner for their exceptional patient care!
Be Bold & Be Awesome